# GOVERNMENT OF INDIA
# LABOUR AND EMPLOYMENT
# LOK SABHA

UNSTARRED QUESTION NO:614
ANSWERED ON:03.03.2008
INADEQUATE MANPOWER IN EPFO
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**Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:**

(a) whether inadequate manpower in the Employees' Provident Fund Organisation (EPFO) has resulted in a manifold increase in customer complaints, particularly with regard to recoveries and pension funds;

(b) if so, the details thereof;

(c) whether the National Productivity Council (NPC) has suggested adding of more than 31,000 people at the regional, sub-regional and accounts offices; and

(d) if so, the follow up action taken thereon?

## Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF LABOUR AND EMPLOYMENT (SHRI OSCAR FERNANDES)

(a) to (c): Presently, the EPFO is equipped with full-fledged facilitation centre, public relation officers and supporting staff to handle customer complaints particularly with regard to recoveries and pension funds. All field offices have been directed to conduct Bhavishya Nidhi Adalats every month to settle subscribers' complaints on the spot.
A study to develop workload norms was taken up by engaging the National Productivity Council (NPC) as Consultant. The NPC had submitted its report in March 1999. However, the norms developed by it were not approved by the Executive Committee, Central Board of Trustees, Employees' Provident Fund. Another study was conducted by the Xavier Labour Research Institute, Jamshedpur which has since submitted a report on restructuring of EPFO.

(d): Does not arise in view of above.